

# Role Profile

## About us

For over 45 years, Intereach has been working throughout the Riverina Murray region of NSW and northern Victoria to strengthen and support communities and to improve the social and personal wellbeing of children, families, older people, carers and people with a disability.

Intereach is a leader amongst community organisations. Today, we span 38 local government areas and have more than 400 staff who deliver more than 30 programs.

At Intereach, we are committed to developing community infrastructure and supporting rural and regional communities. Our Vision of Strong Supported Communities is what drives us daily to ensure our local communities are at the heart of everything we do.

## Our Purpose

- Strengthen and improve social and personal wellbeing for individuals, families and communities;
- Promote and facilitate access, equality and social justice; and
- Deliver services locally that are of quality and have value.

## Our Values

- **LEADERSHIP** - We use our social influence to motivate others to reach their full potential.
- **PARTNERSHIPS** - We work collectively with others toward a common goal of positive social and cultural change.
- **SOCIAL JUSTICE** - We protect and promote human rights by recognising that all people are free and equal in dignity and rights.

## Position Details

<b>Position Title:</b>	Program Manager Early Childhood Early Intervention
<b>Department:</b>	NDIS
<b>Function:</b>	Service Delivery
<b>Award:</b>	Health Professionals and Support Services Award 2010
<b>Reports to:</b>	Senior Manager - Early Childhood Early Intervention
<b>Direct reports:</b>	Senior Early Childhood Early Intervention Coordinators Early Childhood Early Intervention Coordinators Early Childhood Early Intervention Coordinator Allied Health/Educators
<b>Purpose of the Position:</b>	The Program Manager will provide effective operational program management to deliver the National Disability Insurance Scheme (NDIS) Early Childhood Early Intervention (ECEI) approach in their contracted area of responsibility. They will provide support and staff leadership to a transdisciplinary team to assist children (0-6 years) with disability and/or developmental delay, building families'

capacity and delivering short term intervention as appropriate.

### Key Responsibilities

*(the following is not exhaustive and may include others as directed from time to time)*

<p style="text-align: center;"><b>Operations</b></p>	<ul style="list-style-type: none"> <li>• Responsible for operations of programs of responsibility in line with the Intereach strategic direction</li> <li>• Contribute to the development, monitoring and evaluation of operational performance in line with organisational and contractual requirements</li> <li>• Effectively manage resources to ensure achievement of operational outcomes and KPIs</li> <li>• Establish and maintain effective and ongoing working relationships with key stakeholders</li> <li>• Utilise available data to analyse and respond to internal and external reporting requirements</li> <li>• Represent and promote work of Intereach within the community</li> <li>• Engaging with communities and stakeholders in line with Community Engagement and Capacity Development Framework</li> <li>• Support staff to effectively manage internal and external complaints and grievances</li> <li>• Foster a strength based and person-centred approach across the organisation</li> <li>• Develop and implement a service model that delivers an evidence-based, best practice approach in early intervention</li> <li>• Ensure that all services are delivered in accordance with the National Disability Insurance Scheme (NDIS) Early Childhood Early Intervention (ECEI) approach, ECIA best practice guidelines and relevant frameworks</li> <li>• Lead the delivery of evidence-based interventions to support children’s functional capacity and progression towards developmental milestones</li> </ul>
<p style="text-align: center;"><b>Governance, Compliance and Quality Control</b></p>	<ul style="list-style-type: none"> <li>• Maintain a thorough understanding of and abide by Intereach Code of Conduct, frameworks and policies</li> <li>• Contribute towards policy development, implementation and compliance</li> <li>• Keep up-to-date and adhere to government legislation and industry standards, in relevant areas of responsibility</li> <li>• Identify and implement improvements to operational processes and procedures to enhance program functions</li> <li>• Implement and monitor quality improvement and risk management</li> </ul>

<p><b>People and Culture</b></p>	<ul style="list-style-type: none"> <li>• Manage workforce demands of the responsible programs, including recruitment, learning and development and performance management</li> <li>• Maintaining a positive organisational culture by demonstrating and promoting the qualities and behaviours of the Intereach Fundamentals</li> <li>• Leading a culture that ensures a safe working environment and promotes health and well being</li> <li>• Embed Intereach fundamentals within your team and across all aspects of the organisation</li> </ul>
<p><b>Financial</b></p>	<ul style="list-style-type: none"> <li>• Implement Budgets within respective program</li> <li>• Support staff to understand their responsibilities with the budget</li> <li>• Authorisation of expenditure within budgets, consistent with delegations</li> </ul>
<p><b>Work, Health and Safety</b></p>	<ul style="list-style-type: none"> <li>• Responsibility to identify and mitigate organisational risk</li> <li>• Understand and comply with WH&amp;S policies and procedures and legislative requirements</li> <li>• Contribute to the development, implementation and evaluation of risk management plans for relevant program</li> </ul>

## The Position Holder Specifications

The below information outlines the key behaviours, skills, experience and mandatory requirements required to successfully undertake the role.

### Intereach Fundamentals

The Intereach Fundamentals is a framework of behavioural qualities, which when observed and demonstrated, define a level of competency in working behaviour. Within each of the qualities, the *behaviour observations* and *behaviour indicators* have been broadly defined at two different levels;

- Level 1 - The Individual Contributor; and
- Level 2 - The Manager

(refer to intranet for full framework and for further information on how the fundamentals work for Individual contributor and The Manager)

<b>Fundamental Level for this position:</b>	Level 2
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### Qualities

<b>Acting with Integrity</b>	At Intereach we demonstrate integrity through personal and professional behaviour, which is person centred, open, honest and ethical, including being willing to act when these standards are compromised
<b>Being Professional</b>	At Intereach we demonstrate professional behaviour by taking responsibility for our own performance, at the same time considering the needs and priorities of others
<b>Respect for Diversity</b>	At Intereach we adopt a human rights approach and value an inclusive culture that respects diversity, peoples difference and life experience
<b>Intereach First</b>	At Intereach we value collaboration and sharing information within and across programs and teams, to enhance our ability to engage with and understand our community, and to ensure we deliver better-quality services
<b>Communicating Successfully</b>	At Intereach, we communicate effectively using a strength based approach to ensure we convey and share information and ideas with others, including clarifying our understanding and taking into consideration different viewpoints
<b>Knowledge Sharing and Learning</b>	At Intereach we develop skills, knowledge and practice by keeping abreast of changes within specific fields of focus and promote a knowledge of sharing and continuous learning culture

## Selection Criteria

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Tertiary qualifications in Allied Health, Early Childhood Education, Human Services or related qualifications with eligibility for registration with professional body</li> <li>• Strong leadership skills and experience in program management including planning, implementation, evaluation and staff support</li> <li>• Demonstrated ability to promote positive organisational culture</li> <li>• Demonstrated experience in delivering intervention for children through family-centred and capacity building approaches</li> <li>• Demonstrated understanding of the National Disability Insurance Scheme, the ECEI approach and best practice guidelines</li> <li>• Excellent written and oral communication, interpersonal and negotiation skills, with the ability to communicate sensitively and effectively with all people to establish and maintain effective relationships</li> <li>• Strong computer literacy skills with the capacity to work with various participant management data portals to create and maintain participant records</li> <li>• Strong knowledge of regional and local services, supports and resources</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Lived experience of disability</li> <li>• Networks within Culturally and Linguistically Diverse communities and/or Aboriginal and Torres Strait Islander communities</li> </ul>

### Mandatory Requirements and Checks

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Current driver's licence</li> <li>• Current Working with Children Check for relevant State or Territory</li> <li>• Current Criminal Record Check (&lt; than 6 months old) or willingness to undergo check</li> <li>• NDIS Worker Screening Check</li> </ul>
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**Acknowledgement of receipt and understanding of the Role Profile**

<b>Name</b>	
<b>Signature</b>	
<b>Date</b>	